

**OFFICE OF THE POLICE AND CRIME COMMISSIONER
FOR HUMBERSIDE
DECISION RECORD**

Decision Record Number: **03/2017**

Title: **Victim Surveys**

Executive Summary:

Report on options for Victim Surveys submitted.

Decision:

(a) Continue with current Victim Satisfaction Survey approach for a period up to 12 months (from July 2017), with break-clause after 12 months. This will require re-tendering of the contract along with the three other Yorkshire & Humber forces. Kayleigh Dervey from Humberside APT to be put forward as the lead on regional co-ordination of this approach;

(b) Continue with current ASB Victim Satisfaction Survey approach (linked to (a) above);

(c) Officers of Humberside APT to develop in-house 'proof of concept' for internal surveys and minor crime surveys through a SNAP Survey solution – cost of this agreed for two licences (£990 p.a.), web-hosting (£495 p.a.) and custom URL (£150 p.a.) [Total cost £1,635 p.a.];

(d) Officers to consider development of future victim survey work in line with development of the PCC and Force Delivery Plans over the coming months. Future options for new victim service commissioning to also be considered – whether a future contract could include victim survey of their experience with the police and other agencies, and

(e) Continue to utilise the services of Leicestershire Constabulary for the DA Survey.

Background Report: Open

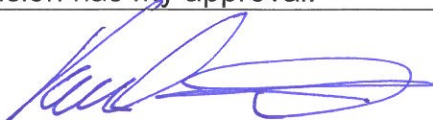
Police and Crime Commissioner for Humberside

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct.

Any such interests are recorded below.

The above decision has my approval.

Signature



Date 04.01.17

VICTIM SURVEYS:

BRIEFING FOR PCC ON POTENTIAL WAY FORWARD FOR OPCC AND FORCE

VICTIM SATISFACTION SURVEY

The Home Office has been making a lot of noise since earlier this year about the current Victim Satisfaction Survey not being continued as a Home Office ADR (Annual Data Return) from April 2017. Unfortunately, as yet, they have put nothing in writing and now appear 'distracted' by bigger issues (Brexit, new Home Secretary, etc). In reality, victim surveys are probably way down on their radar. Her Majesty's Inspectorate of Constabulary (HMIC) want the victim satisfaction survey to continue and definitely want forces to show they are cognisant of it in their actions. What has materialised in recent weeks is that most forces are confused as to whether the surveys are continuing or not.

The Assurance and Performance Team (APT) have discussed with the 3 other regional survey teams (North, South and West Yorkshire) - with who we share a regional survey contract with using SMSR - about what we do going forward; change crimes, change survey, continue as is, and there is no real consensus. Although discussions were useful, we have set up a regional working group which will meet again late January 2017 to share best practice.

It is now getting too late in the programme to make major changes by April 2017, especially with new systems (Connect/Smart Contact) coming online soon after, which is a key focus of the APT.

Current Options

It was suggested to the DCC a few weeks ago that we maintain the Victim Satisfaction Survey 'as is' for the next 12 months (until sometime between April-June 2018), much as we have until now been mandated to do. The key reasons for this are:

- Gives us stability/consistent data during a period of intense informational change for the Force.
- Allows potentially 12 months to get national clarity and plan a better approach – look at what we might want to do instead.
- Takes the 'waiting game' with the Home Office out of the equation; if they leave it same, we are okay, if they drop it, we are still doing a survey which HMIC/others still request information on.
- Is the approach Durham Constabulary have committed to – they are one of the best for Victim Satisfaction and share the opinion that it gives time to plan for 'what next'.

The DCC recently agreed on the above as a prudent course of action.

The contract with SMSR for the four regional forces is due to end in July 2017 – it has already been extended so cannot be again, without getting several full quotes. Currently the OPCC holds the budget for this survey, which is around £24,000 p.a.

It was agreed with the other three regional forces that we would all try and get a quote below the £50,000 threshold, avoiding a full tendering exercise. It was also agreed that a 'break clause' should be built in to allow us to stop/change the survey should the Home Office decide to stop. South Yorkshire are, on our behalf, exploring this approach with Regional Procurement.

Future Suggestions

Should the Home Office ADR be dropped from April 2018, we could utilise our budget in better ways to determine victim satisfaction/issues, including:

- Consider utilising the supplier of victim services locally to undertake surveys in future – how feasible would this be?
- Continue 'as is' – no real advantage, as other forces will be changing their approach and/or crime types/questions, so cannot compare.
- Undertake a similar survey but change crime types to get a better feel of a wider range of victims.
- Drop the survey in its entirety and utilise the budget elsewhere, possibly on victim services (but mindful of HMIC views on their use of these results).
- Utilise another forces' survey expertise, rather than a private survey company – this would potentially allow for more surveying around vulnerable crime types.
- Rely on on-line surveys for more 'minor' crime types or to obtain the views from all victims (rather than dip-sample).

DOMESTIC ABUSE (DA) SURVEY

This survey is a statutory requirement (and has been since October 2016). Our local survey requirements were running in May 2016 and the results are already widely utilised by the Force.

It is currently undertaken on a 12-month contract (£6,000 p.a. max), utilising the survey bureau at Leicestershire Constabulary. This approach was taken primarily due to the sensitivity and complexity of the survey and the expertise of Leicestershire Constabulary, who had a proven record of following the Home Office requirements. They have since taken on the DA survey role for over 20 forces.

We will have to review/renew/re-tender this contract again from April 2017.

There is potential to utilise the skills and expertise of Leicestershire Constabulary in order to expand surveys into other vulnerable areas, as they force have the training, skills and remote access to deal with these. Utilising an external company could be problematic for these surveys.

SNAP SURVEY

A recent visit to Durham Constabulary has identified that they are looking to renew their approach to Victim Satisfaction Surveys. For the next 12 months they will be keeping the current mandated one for consistency, but they will then be looking to expand the 'lesser' perceived crime/incident types, such as Criminal Damage, ASB, Theft, etc. via an on-line survey approach using a tool called SNAP.

The main survey budget will then be spent on surveying the more vulnerable victims.

Currently Humberside Police/OPCC cannot conduct internal/external surveys without using external suppliers. There is currently only a small demand for this service which did not justify the cost of the previous Formic software licences and scanner equipment – they were removed within the last 12-18 months (they cost in excess of £14k with the software licences and scanner).

Following discussions with the other three Yorkshire forces, it appears they use SNAP to a greater or lesser degree, as follows:

- North Yorkshire: used for everything except the victim satisfaction survey (currently use SMSR), including the OPCC community survey and other ad-hoc surveys.
- South Yorkshire: successfully used for small external Snap surveys and internal surveys.
- West Yorkshire: used for all internal surveys. The survey manager would like to use it externally, but IS firewall restricts this.

South Yorkshire currently have two basic licences for SNAP Professional v11 (circa £600 p.a. each) and subscribe to SNAPs web host for 6,000 returns p.a. for £200. These are special rates for being a loyal long-term user. Their current subscription expires in April 2017.

The SNAP software appears to offer the OPCC and Force the flexibility to conduct small internal/external surveys for minimal cost and training. Initially, our suggestion (as a trial) would be to purchase two licences (£990 p.a.), web hosting for up to 10,000 responses (£495 p.a.) and custom URL (allowing the surveys to run through the PCC and/or Force website) (£150 p.a.).

In future, if the approach is deemed successful, there is an enterprise edition (£7,995 p.a.) which gives unlimited licences, 100,000 responses and/or hosting on our own server (this would need consideration by IS), fully branded URL, mobile users, branded survey templates, etc. Also there is a scanning module (£995) which allows paper surveys to be used and easily scanned in (which could be useful for internal surveys).

This approach would allow a large number of the surveys (excluding the vulnerable victim surveys) to potentially be run on-line through this system, with a possible significant saving in cost and improvement in service – although some staffing overhead maybe required to run surveys depending on volumes.

Possible risks

- Mainly on-line versus current telephone based (paper surveys can be used for non-computer users, but incurs further costs).
- May miss certain defined groups (lack of online access) – could be semi-resolved with a paper survey, although return levels could be low.
- Could skew results compared to current telephone victim surveys – but this would reduce over a period of time.
- It could increase demand for one-off internal/external surveys, with associated costs.

Possible gains

- Savings in survey costs, which could be re-focussed into vulnerable victim surveys, for example.
- Could allow the Force to undertake internal/external focused surveys.
- Could allow ALL victims to be surveyed by providing on-line survey access (via the HUB?) rather than just a dip-sample.
- Could allow the OPCC to have tailored/flexible ‘community’ surveys – multiple/variants?
- Could allow the OPCC to have a targeted ‘Community’ Survey – focus on more deprived areas for example.
- Re-skill/refocus APT and OPCC staff.
- Ability, with sufficient training/investment, to undertake a service on behalf of other organisations for non-vulnerable areas.

Paul Wainwright and Richard Gray

Snap Surveys®

Software	Subscription Service Prices stated below per annum	Enterprise £7995+VAT per annum	
<p>Desktop Snap Professional: Installed on your desk top for the questionnaire design, publishing and analysis of web, mobile and paper surveys. Creating fully branded surveys with multiple question types, sophisticated routing and engaging features such as sliders, pictures and media clips. Analyse the results with tables, charts and statistics. Apply filters, scores and weights. Use Snap's summary reporting or create more advanced Smart Reports which can be split by departments, areas etc.</p>	<p>£695 per annum for 1st User £295 per annum for each additional user</p> <p><i>Includes one free WebHost Account per annum with 1,000 replies (one per customer)</i></p>	Unlimited Snap Professional Desktops	
<p>Snap WebHost: Once you have designed your survey in your Snap Professional, you upload it to your WebHost Account which will host, deploy and gather participant responses online. WebHost will also manage email invites, reminders and quotas and includes automated analysis to show results in real time.</p> <p>The subscription service is hosted on Snap servers in the UK. The Server Installation is hosted on your own servers.</p>	<p>Subscription Service: £150 - Up to 500 responses p.a £245 - Up to 1,000 responses p.a £395 - Up to 5,000 responses p.a £495 - Up to 10,000 responses p.a £995 - Up to 25,000 responses p.a £1995 - Up to 50,000 responses p.a Limit of 40,000 invitations per survey</p>	<p>OPTION 1 Up to 100,000 WebHost responses per annum on the WebHost Subscription Service (more responses available at an additional cost)</p>	<p>OPTION 2 One installation of Snap WebHost (hosted on your own server) with unlimited Responses and Invitations</p>
<p>WebHost Concurrent Researcher Login - Allows you to have additional researchers logged into a single WebHost account at any one time, and allows them to upload surveys and have the same rights and the original researcher.</p> <p>WebHost Analysis Associate Login - for internal or external clients and staff to view, print and manipulate contextual real-time reports and analysis</p>	£30 per annum per login	Unlimited	
<p>WebHost URL options: You can customise your survey URL with either Custom URL - using our generic domain e.g. YourName.researchfeedback.net Fully Branded URL - using your domain name e.g. surveys.YourOrganisation.com Both options include SSL certificate</p>	<p>Custom URL: £150 per annum Fully Branded URL: £1000 for 2 years</p>	<p>Custom URL: included Fully Branded URL: £1000 for 2 years</p>	<p>Fully Branded URL included (as it is on your server)</p>
<p>Snap Mobile Anywhere is the leading edge cross platform mobile interviewing solution for iPhone, iPad and iPod touch, Windows and Android devices. Snap Mobile Anywhere enables a flow of information in real-time between field interviewers and the researcher via Snap WebHost, our online survey management service.</p>	£60 per annum for each connection to a mobile device	Unlimited	
<p>Snap Scanning Add-on Module enables users of the standalone professional to scan in completed tick box paper questionnaires (both single and double sided paper scanning is supported). Snap Scanning will work with most document scanners that create a TIFF images, support industry standard driver (ISIS) and connections (USB or SCSI) and is a minimum of 300dpi. Licensing for the Scanning Add-on module is for individual PCs.</p>	£995 per annum per Standalone (1 Desktop Professional required per user)	£995 per annum per Standalone	
Services			
Branded Survey Template and custom question library - by Research Services	£895 - for a WebHost and Paper Template	Included	
Access to Helpdesk Support for technical help with your survey via telephone or email and online resources, including: guides, worksheets, and videos, as well as free software upgrades.	Included free of charge	Included	
Scheduled Training Courses in London, Bristol or online	Reduced to £100 per person if bought at time of purchase (RRP £255-£325)	Reduced to £100 per person if bought at time of purchase (RRP £255-£325)	
Onsite Training Course for 6-8 people	From £995 + Travel & Expenses per day	From £995 + Travel & Expenses per day	

Prices are excluding VAT and are in GBP, not to be used in conjunction with other offers.

Use of all Software and Services are subject to Snap Surveys' Software License and Services Agreement, the terms of which are available at <http://snapsurveys.com/surveysoftware/license.uk/>.

No other terms shall apply.

